

Warranty Denial

Hello Diesel World,

I need your help in answering a question I have about warranties. I bought a 2011 Chevy Duramax a few months ago that soon developed a hard start problem. The hard start problem was accompanied by a "Service Engine Soon" warning lamp and trouble code

P0380. I also noticed the "Wait to Start" warning lamp on the dash wasn't working correctly when I started the truck cold.

The truck is nearing the end of its warranty, so I visited a local dealership to have the hard start problem taken care of. To my shock, I was informed that the warranty had been denied because of an unauthorized modification – something about "Engine Cali-

bration Snapshot". What do I do? Thanks.

George Renforth
Visalia, CA

Sorry to hear this George, but there is some good news and maybe some bad news.

First, the bad news: The EPA began getting serious with vehicle manufacturers and the performance market several years ago with regard to emissions and emissions systems devices. Most dealers will now look at the "Engine Calibration Snapshot" using a Tech II Scan Tool whenever a 2007 or newer Duramax equipped truck is being considered for warranty service. The EPA has instructed dealers to determine whether the vehicle owner has modified the vehicle programming in any way that could affect emissions. We're told a residual programming code will remain in the vehicle computer if the current or prior vehicle owner used a non-GM approved performance program or plug-in module, even if that program or module had been removed.

The good news: If you bought this truck from an authorized GM dealer, they may be willing to help you with warranty coverage anyway. They likely didn't know about the unauthorized programming mods, but maybe they should have. In my experience, a fair dealership would be willing to work with you.

If you bought this truck from a third party, you may have to deal with the repair on your own. Fortunately, solving trouble code P0380 is a relatively easy and not too expensive repair – simply replace the glow plug relay module.

Surging Diesel

Sir, my Duramax has been intermittently surging. I have replaced the fuel filter at the recommended intervals. I had the dealer check this problem. Their suspicion was that perhaps rust could have damaged the fuel regulator or injection pump. It would seem that if this was true, the problem would be constant, not intermittent.

Thanks,

John Wainright
Via Email

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